

## Abstract

### **Establishment of Chaplaincy Service at the Hospital in Cheb**

This thesis describes the process of implementation of the hospital chaplain service in a hospital in Cheb, including a description of the obstacles and problems related to organizational culture change in this medical device. The aim of launching this new service was to contribute in improving the quality of services through complementing existing health services with the spiritual dimension of patient care.

In the theoretical part the thesis focuses on knowledge about ecumenically-scale pastoral work of the hospital chaplains in the specific environment of hospitals. These findings are derived from publicly available sources - from secondary sources, or from websites.

The practical part of the thesis describes the sequential steps that have been made in the implementation of chaplaincy services in Cheb hospital. The practical part contains interview with a professional chaplain, an experienced priest and nurses of Cheb hospital and a subsequent analysis of these interviews. Processed outputs of the interviews were then applied in the process of individualization of services according to the specific needs of this hospital. In this part also the state of new services a month after its launch had been evaluated.

In the conclusion of the thesis the possible further development of the chaplaincy services in Cheb hospital is suggested.

**Keywords:** hospital chaplaincy, hospital chaplain, holistic approach to treatment, assistance of non-medical professions in the medical device, multidisciplinary team, bio-psycho-socio-spiritual components of team, management of implementation of the hospital chaplain service, pastoral work in a medical device